

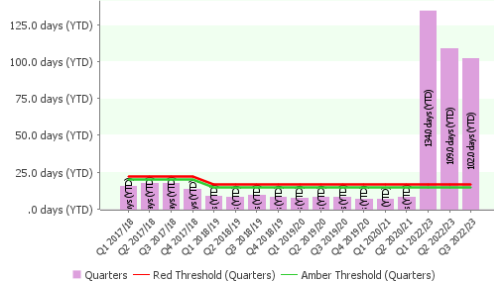

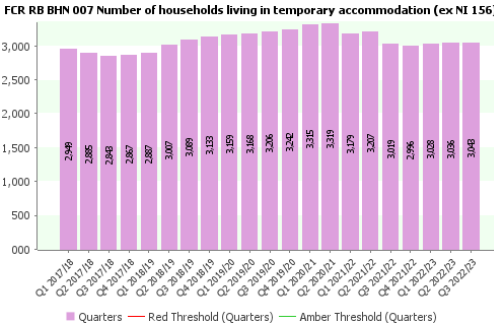


# Q3 Audit Committee Report

PI Code	Short Name	2020/21	2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Note	Q3 2022/23	Short Trend	Performance Data Trend Chart
		Value	Value	Value	Value	Value		Status		
ChEd CSC 010	Percentage of child protection cases which were reviewed within required timescales (ex NI 67)	N/A	91.0%	Not measured for Quarters				N/A	↓	
FCR HROD 001	Sickness 12 month rolling average	9.59	12.12	12.45	11.58	12.18	There was a slight increase in sickness absence in Q3, which is usual for the start of the winter period. This was due to the short term sickness absence that has started to increase. The average days sickness absence has stabilised between 11.50 and 12.50 days per year. Long term sickness absence cases are being targeted in particular service areas and this should start to reduce the sickness figure over the next six months.	⬮	↓	

FCR HROD 023	% of employees aged 50 or over	40.7%	42.6%	43.4%	43.7%	44.3%		Data Only	<p><b>FCR HROD 023 % of employees aged 50 or over</b></p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>37.1%</td></tr> <tr><td>Q2 2017/18</td><td>38.0%</td></tr> <tr><td>Q3 2017/18</td><td>38.1%</td></tr> <tr><td>Q4 2017/18</td><td>38.5%</td></tr> <tr><td>Q1 2018/19</td><td>38.6%</td></tr> <tr><td>Q2 2018/19</td><td>38.6%</td></tr> <tr><td>Q3 2018/19</td><td>38.6%</td></tr> <tr><td>Q4 2018/19</td><td>38.6%</td></tr> <tr><td>Q1 2019/20</td><td>38.6%</td></tr> <tr><td>Q2 2019/20</td><td>38.6%</td></tr> <tr><td>Q3 2019/20</td><td>38.6%</td></tr> <tr><td>Q4 2019/20</td><td>38.6%</td></tr> <tr><td>Q1 2020/21</td><td>38.6%</td></tr> <tr><td>Q2 2020/21</td><td>38.6%</td></tr> <tr><td>Q3 2020/21</td><td>38.6%</td></tr> <tr><td>Q4 2020/21</td><td>38.6%</td></tr> <tr><td>Q1 2021/22</td><td>38.6%</td></tr> <tr><td>Q2 2021/22</td><td>38.6%</td></tr> <tr><td>Q3 2021/22</td><td>38.6%</td></tr> <tr><td>Q4 2021/22</td><td>38.6%</td></tr> <tr><td>Q1 2022/23</td><td>38.6%</td></tr> <tr><td>Q2 2022/23</td><td>45.3%</td></tr> </tbody> </table>	Quarter	Value (%)	Q1 2017/18	37.1%	Q2 2017/18	38.0%	Q3 2017/18	38.1%	Q4 2017/18	38.5%	Q1 2018/19	38.6%	Q2 2018/19	38.6%	Q3 2018/19	38.6%	Q4 2018/19	38.6%	Q1 2019/20	38.6%	Q2 2019/20	38.6%	Q3 2019/20	38.6%	Q4 2019/20	38.6%	Q1 2020/21	38.6%	Q2 2020/21	38.6%	Q3 2020/21	38.6%	Q4 2020/21	38.6%	Q1 2021/22	38.6%	Q2 2021/22	38.6%	Q3 2021/22	38.6%	Q4 2021/22	38.6%	Q1 2022/23	38.6%	Q2 2022/23	45.3%		
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FCR HROD 029a	Top 5% of earners: Ethnic minorities (ex BV11b)	31.37%	34.63%	36.54%	36.54%	36.54%			<p><b>FCR HROD 029a Top 5% of earners: Ethnic minorities (ex BV11b)</b></p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>26.46%</td></tr> <tr><td>Q2 2017/18</td><td>25.73%</td></tr> <tr><td>Q3 2017/18</td><td>25.46%</td></tr> <tr><td>Q4 2017/18</td><td>27.01%</td></tr> <tr><td>Q1 2018/19</td><td>25.28%</td></tr> <tr><td>Q2 2018/19</td><td>25.55%</td></tr> <tr><td>Q3 2018/19</td><td>26.19%</td></tr> <tr><td>Q4 2018/19</td><td>26.82%</td></tr> <tr><td>Q1 2019/20</td><td>26.82%</td></tr> <tr><td>Q2 2019/20</td><td>28.16%</td></tr> <tr><td>Q3 2019/20</td><td>28.57%</td></tr> <tr><td>Q4 2019/20</td><td>27.61%</td></tr> <tr><td>Q1 2020/21</td><td>27.97%</td></tr> <tr><td>Q2 2020/21</td><td>30.03%</td></tr> <tr><td>Q3 2020/21</td><td>31.13%</td></tr> <tr><td>Q4 2020/21</td><td>30.72%</td></tr> <tr><td>Q1 2021/22</td><td>31.07%</td></tr> <tr><td>Q2 2021/22</td><td>33.62%</td></tr> <tr><td>Q3 2021/22</td><td>34.63%</td></tr> <tr><td>Q4 2021/22</td><td>36.54%</td></tr> <tr><td>Q1 2022/23</td><td>36.54%</td></tr> <tr><td>Q2 2022/23</td><td>36.64%</td></tr> </tbody> </table>	Quarter	Value (%)	Q1 2017/18	26.46%	Q2 2017/18	25.73%	Q3 2017/18	25.46%	Q4 2017/18	27.01%	Q1 2018/19	25.28%	Q2 2018/19	25.55%	Q3 2018/19	26.19%	Q4 2018/19	26.82%	Q1 2019/20	26.82%	Q2 2019/20	28.16%	Q3 2019/20	28.57%	Q4 2019/20	27.61%	Q1 2020/21	27.97%	Q2 2020/21	30.03%	Q3 2020/21	31.13%	Q4 2020/21	30.72%	Q1 2021/22	31.07%	Q2 2021/22	33.62%	Q3 2021/22	34.63%	Q4 2021/22	36.54%	Q1 2022/23	36.54%	Q2 2022/23	36.64%		
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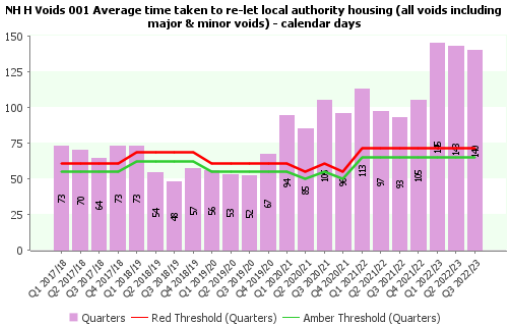
CE PPD 021	Number of Stage 1 complaints received by the Council	2485	3863	1169	1255	1483	<p>Q3 has seen the volume of stage 1 complaints rise for the tenth consecutive quarter and a sixth consecutive quarter of record high levels. 1483 stage 1 complaints equates to an increase of 130% on average levels seen between 2018/19 and 2020/21.</p> <p>The increase in numbers compared to quarter 2 relates to a similar rise in numbers within the Housing Repairs service during Q3</p> <p>Housing stage 1 complaints are just over 40% of all volumes. Of non housing cases; complaints to the Benefits &amp; Housing Needs service are the biggest volumes. At stage 2, Housing is 63% of cases, a significant shift from stage 1 proportions, with the difficulty of getting repairs completed the biggest cause of the increase.</p> <p>The large volumes of casework are placing considerable pressures on casework teams/officers. This in turn is affecting response times and quality of some investigations. Benchmarking of complaints data with a neighbouring borough has shown historically similar case numbers, but Hackney has seen a sharper increase in complaints post Covid.</p>	Data Only	<p><b>CE PPD 021 Number of Stage 1 complaints received by the Council</b></p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Number of Stage 1 Complaints</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>758</td></tr> <tr><td>Q2 2017/18</td><td>765</td></tr> <tr><td>Q3 2017/18</td><td>720</td></tr> <tr><td>Q4 2017/18</td><td>714</td></tr> <tr><td>Q1 2018/19</td><td>724</td></tr> <tr><td>Q2 2018/19</td><td>779</td></tr> <tr><td>Q3 2018/19</td><td>695</td></tr> <tr><td>Q4 2018/19</td><td>598</td></tr> <tr><td>Q1 2019/20</td><td>662</td></tr> <tr><td>Q2 2019/20</td><td>651</td></tr> <tr><td>Q3 2019/20</td><td>570</td></tr> <tr><td>Q4 2019/20</td><td>549</td></tr> <tr><td>Q1 2020/21</td><td>421</td></tr> <tr><td>Q2 2020/21</td><td>620</td></tr> <tr><td>Q3 2020/21</td><td>639</td></tr> <tr><td>Q4 2020/21</td><td>885</td></tr> <tr><td>Q1 2021/22</td><td>823</td></tr> <tr><td>Q2 2021/22</td><td>966</td></tr> <tr><td>Q3 2021/22</td><td>1016</td></tr> <tr><td>Q4 2021/22</td><td>1068</td></tr> <tr><td>Q1 2022/23</td><td>1199</td></tr> <tr><td>Q2 2022/23</td><td>1295</td></tr> <tr><td>Q3 2022/23</td><td>1483</td></tr> </tbody> </table>	Quarter	Number of Stage 1 Complaints	Q1 2017/18	758	Q2 2017/18	765	Q3 2017/18	720	Q4 2017/18	714	Q1 2018/19	724	Q2 2018/19	779	Q3 2018/19	695	Q4 2018/19	598	Q1 2019/20	662	Q2 2019/20	651	Q3 2019/20	570	Q4 2019/20	549	Q1 2020/21	421	Q2 2020/21	620	Q3 2020/21	639	Q4 2020/21	885	Q1 2021/22	823	Q2 2021/22	966	Q3 2021/22	1016	Q4 2021/22	1068	Q1 2022/23	1199	Q2 2022/23	1295	Q3 2022/23	1483
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FCR RB BHN 002	Time taken to process Housing Benefit new claims and change events (ex NI 181) - reported as YTD figure	N/A	N/A	134.0 days (YTD)	109.0 days (YTD)	102.0 days (YTD)	<p>The speed of processing for Housing Benefit claims continues to improve as the software systems impacted by the cyber attack are repaired. Backlogs of work are now cleared. It is hoped that the remaining system repairs will be completed in the next financial year to enable a return to the top quartile within London.</p>			<p><b>FCR RB BHN 002 Time taken to process Housing Benefit new claims and change events (ex NI 181) - reported as YTD figure</b></p>  <table border="1"> <caption>FCR RB BHN 002 Time taken to process Housing Benefit new claims and change events (ex NI 181) - reported as YTD figure</caption> <thead> <tr> <th>Quarter</th> <th>Time taken (days YTD)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>~15</td></tr> <tr><td>Q2 2017/18</td><td>~15</td></tr> <tr><td>Q3 2017/18</td><td>~15</td></tr> <tr><td>Q4 2017/18</td><td>~15</td></tr> <tr><td>Q1 2018/19</td><td>~15</td></tr> <tr><td>Q2 2018/19</td><td>~15</td></tr> <tr><td>Q3 2018/19</td><td>~15</td></tr> <tr><td>Q4 2018/19</td><td>~15</td></tr> <tr><td>Q1 2019/20</td><td>~15</td></tr> <tr><td>Q2 2019/20</td><td>~15</td></tr> <tr><td>Q3 2019/20</td><td>~15</td></tr> <tr><td>Q4 2019/20</td><td>~15</td></tr> <tr><td>Q1 2020/21</td><td>~15</td></tr> <tr><td>Q2 2020/21</td><td>~15</td></tr> <tr><td>Q3 2020/21</td><td>~15</td></tr> <tr><td>Q4 2020/21</td><td>~15</td></tr> <tr><td>Q1 2021/22</td><td>~15</td></tr> <tr><td>Q2 2021/22</td><td>~15</td></tr> <tr><td>Q3 2021/22</td><td>~15</td></tr> <tr><td>Q4 2021/22</td><td>~15</td></tr> <tr><td>Q1 2022/23</td><td>134.0</td></tr> <tr><td>Q2 2022/23</td><td>109.0</td></tr> <tr><td>Q3 2022/23</td><td>102.0</td></tr> </tbody> </table>	Quarter	Time taken (days YTD)	Q1 2017/18	~15	Q2 2017/18	~15	Q3 2017/18	~15	Q4 2017/18	~15	Q1 2018/19	~15	Q2 2018/19	~15	Q3 2018/19	~15	Q4 2018/19	~15	Q1 2019/20	~15	Q2 2019/20	~15	Q3 2019/20	~15	Q4 2019/20	~15	Q1 2020/21	~15	Q2 2020/21	~15	Q3 2020/21	~15	Q4 2020/21	~15	Q1 2021/22	~15	Q2 2021/22	~15	Q3 2021/22	~15	Q4 2021/22	~15	Q1 2022/23	134.0	Q2 2022/23	109.0	Q3 2022/23	102.0
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FCR RB BHN 007	Number of households living in temporary accommodation (ex NI 156)	N/A		3,028	3,036	3,050	<p>Numbers of households placed within temporary accommodation have remained broadly stable. This is predominantly because there is no available family sized temporary accommodation in London or the South East any longer. Placements are increasingly made for Peterborough and the surrounding area with many families refusing this offer. This means the risk of legal challenge and reputational damage is increased. Large families are increasingly affected. Children in homeless families in temporary accommodation now account for 1.5% of Hackney's population, containing enough children to fill 8 primary schools. A temporary accommodation delivery group has been created to identify any possible approaches that haven't been previously looked at such as purchasing blocks outside of London and office to residential conversion, as well as the possibility of investment by the Council's pension fund.</p>	Data Only		<p><b>FCR RB BHN 007 Number of households living in temporary accommodation (ex NI 156)</b></p>  <table border="1"> <caption>FCR RB BHN 007 Number of households living in temporary accommodation (ex NI 156)</caption> <thead> <tr> <th>Quarter</th> <th>Number of households</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>2,948</td></tr> <tr><td>Q2 2017/18</td><td>2,885</td></tr> <tr><td>Q3 2017/18</td><td>2,848</td></tr> <tr><td>Q4 2017/18</td><td>2,857</td></tr> <tr><td>Q1 2018/19</td><td>2,867</td></tr> <tr><td>Q2 2018/19</td><td>2,887</td></tr> <tr><td>Q3 2018/19</td><td>3,007</td></tr> <tr><td>Q4 2018/19</td><td>3,069</td></tr> <tr><td>Q1 2019/20</td><td>3,113</td></tr> <tr><td>Q2 2019/20</td><td>3,159</td></tr> <tr><td>Q3 2019/20</td><td>3,168</td></tr> <tr><td>Q4 2019/20</td><td>3,206</td></tr> <tr><td>Q1 2020/21</td><td>3,242</td></tr> <tr><td>Q2 2020/21</td><td>3,215</td></tr> <tr><td>Q3 2020/21</td><td>3,219</td></tr> <tr><td>Q4 2020/21</td><td>3,173</td></tr> <tr><td>Q1 2021/22</td><td>3,207</td></tr> <tr><td>Q2 2021/22</td><td>3,079</td></tr> <tr><td>Q3 2021/22</td><td>2,996</td></tr> <tr><td>Q4 2021/22</td><td>3,028</td></tr> <tr><td>Q1 2022/23</td><td>3,028</td></tr> <tr><td>Q2 2022/23</td><td>3,036</td></tr> <tr><td>Q3 2022/23</td><td>3,050</td></tr> </tbody> </table>	Quarter	Number of households	Q1 2017/18	2,948	Q2 2017/18	2,885	Q3 2017/18	2,848	Q4 2017/18	2,857	Q1 2018/19	2,867	Q2 2018/19	2,887	Q3 2018/19	3,007	Q4 2018/19	3,069	Q1 2019/20	3,113	Q2 2019/20	3,159	Q3 2019/20	3,168	Q4 2019/20	3,206	Q1 2020/21	3,242	Q2 2020/21	3,215	Q3 2020/21	3,219	Q4 2020/21	3,173	Q1 2021/22	3,207	Q2 2021/22	3,079	Q3 2021/22	2,996	Q4 2021/22	3,028	Q1 2022/23	3,028	Q2 2022/23	3,036	Q3 2022/23	3,050
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FCR RB REV 003	% of current year Council Tax collected (QRC basis)	84.6%	66.3%	18.3%	37.6%	58.2%	<p>Collection levels are increasing and are above the 2021/22 levels but remain below the 2019/20 levels (last year not impacted by COVID or cyber). We are now issuing reminder notices and working with residents to establish sustainable payment plans. The impact of up to date billing and issuing reminders has increased 2022/23 collection and we remain on track to achieve a rate of 80% in year</p>			<p><b>FCR RB REV 003 % of current year Council Tax collected (QRC basis)</b></p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Red Threshold (Quarters)</th> <th>Amber Threshold (Quarters)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>27.1%</td><td></td><td></td></tr> <tr><td>Q2 2017/18</td><td>50.1%</td><td></td><td></td></tr> <tr><td>Q3 2017/18</td><td>73.4%</td><td></td><td></td></tr> <tr><td>Q4 2017/18</td><td>95.0%</td><td></td><td></td></tr> <tr><td>Q1 2018/19</td><td>26.9%</td><td></td><td></td></tr> <tr><td>Q2 2018/19</td><td>50.1%</td><td></td><td></td></tr> <tr><td>Q3 2018/19</td><td>73.8%</td><td></td><td></td></tr> <tr><td>Q4 2018/19</td><td>95.0%</td><td></td><td></td></tr> <tr><td>Q1 2019/20</td><td>26.8%</td><td></td><td></td></tr> <tr><td>Q2 2019/20</td><td>49.6%</td><td></td><td></td></tr> <tr><td>Q3 2019/20</td><td>73.3%</td><td></td><td></td></tr> <tr><td>Q4 2019/20</td><td>94.5%</td><td></td><td></td></tr> <tr><td>Q1 2020/21</td><td>24.0%</td><td></td><td></td></tr> <tr><td>Q2 2020/21</td><td>46.9%</td><td></td><td></td></tr> <tr><td>Q3 2020/21</td><td>68.0%</td><td></td><td></td></tr> <tr><td>Q4 2020/21</td><td>84.4%</td><td></td><td></td></tr> <tr><td>Q1 2021/22</td><td>19.6%</td><td></td><td></td></tr> <tr><td>Q2 2021/22</td><td>36.1%</td><td></td><td></td></tr> <tr><td>Q3 2021/22</td><td>51.1%</td><td></td><td></td></tr> <tr><td>Q4 2021/22</td><td>66.2%</td><td></td><td></td></tr> <tr><td>Q1 2022/23</td><td>18.2%</td><td></td><td></td></tr> <tr><td>Q2 2022/23</td><td>37.6%</td><td></td><td></td></tr> <tr><td>Q3 2022/23</td><td>58.2%</td><td></td><td></td></tr> </tbody> </table>	Quarter	Quarters	Red Threshold (Quarters)	Amber Threshold (Quarters)	Q1 2017/18	27.1%			Q2 2017/18	50.1%			Q3 2017/18	73.4%			Q4 2017/18	95.0%			Q1 2018/19	26.9%			Q2 2018/19	50.1%			Q3 2018/19	73.8%			Q4 2018/19	95.0%			Q1 2019/20	26.8%			Q2 2019/20	49.6%			Q3 2019/20	73.3%			Q4 2019/20	94.5%			Q1 2020/21	24.0%			Q2 2020/21	46.9%			Q3 2020/21	68.0%			Q4 2020/21	84.4%			Q1 2021/22	19.6%			Q2 2021/22	36.1%			Q3 2021/22	51.1%			Q4 2021/22	66.2%			Q1 2022/23	18.2%			Q2 2022/23	37.6%			Q3 2022/23	58.2%		
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FCR RB REV 005	Percentage of non-domestic rates collected	72.40%	66.56%	17.57%	37.34%	57.69%	<p>Collection levels are increasing and are above the 2021/22 levels but remain below the 2019/20 levels (last year not impacted by COVID or cyber). We are now issuing reminder notices and working with businesses to establish sustainable payment plans. The impact of up to date billing and issuing reminders has increased 2022/23 collection and we remain on track to increase collection to 78% to 80%</p>			<p><b>FCR RB REV 005 Percentage of non-domestic rates collected</b></p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Red Threshold (Quarters)</th> <th>Amber Threshold (Quarters)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>26.00%</td><td></td><td></td></tr> <tr><td>Q2 2017/18</td><td>55.36%</td><td></td><td></td></tr> <tr><td>Q3 2017/18</td><td>81.00%</td><td></td><td></td></tr> <tr><td>Q4 2017/18</td><td>97.20%</td><td></td><td></td></tr> <tr><td>Q1 2018/19</td><td>26.00%</td><td></td><td></td></tr> <tr><td>Q2 2018/19</td><td>50.00%</td><td></td><td></td></tr> <tr><td>Q3 2018/19</td><td>74.40%</td><td></td><td></td></tr> <tr><td>Q4 2018/19</td><td>95.90%</td><td></td><td></td></tr> <tr><td>Q1 2019/20</td><td>28.30%</td><td></td><td></td></tr> <tr><td>Q2 2019/20</td><td>54.00%</td><td></td><td></td></tr> <tr><td>Q3 2019/20</td><td>81.00%</td><td></td><td></td></tr> <tr><td>Q4 2019/20</td><td>94.80%</td><td></td><td></td></tr> <tr><td>Q1 2020/21</td><td>21.50%</td><td></td><td></td></tr> <tr><td>Q2 2020/21</td><td>48.00%</td><td></td><td></td></tr> <tr><td>Q3 2020/21</td><td>60.00%</td><td></td><td></td></tr> <tr><td>Q4 2020/21</td><td>72.40%</td><td></td><td></td></tr> <tr><td>Q1 2021/22</td><td>18.00%</td><td></td><td></td></tr> <tr><td>Q2 2021/22</td><td>34.40%</td><td></td><td></td></tr> <tr><td>Q3 2021/22</td><td>47.80%</td><td></td><td></td></tr> <tr><td>Q4 2021/22</td><td>66.56%</td><td></td><td></td></tr> <tr><td>Q1 2022/23</td><td>15.50%</td><td></td><td></td></tr> <tr><td>Q2 2022/23</td><td>37.34%</td><td></td><td></td></tr> <tr><td>Q3 2022/23</td><td>57.69%</td><td></td><td></td></tr> </tbody> </table>	Quarter	Quarters	Red Threshold (Quarters)	Amber Threshold (Quarters)	Q1 2017/18	26.00%			Q2 2017/18	55.36%			Q3 2017/18	81.00%			Q4 2017/18	97.20%			Q1 2018/19	26.00%			Q2 2018/19	50.00%			Q3 2018/19	74.40%			Q4 2018/19	95.90%			Q1 2019/20	28.30%			Q2 2019/20	54.00%			Q3 2019/20	81.00%			Q4 2019/20	94.80%			Q1 2020/21	21.50%			Q2 2020/21	48.00%			Q3 2020/21	60.00%			Q4 2020/21	72.40%			Q1 2021/22	18.00%			Q2 2021/22	34.40%			Q3 2021/22	47.80%			Q4 2021/22	66.56%			Q1 2022/23	15.50%			Q2 2022/23	37.34%			Q3 2022/23	57.69%		
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NH H IM 005	Rent Arrears as a % of rent debt	8.76 %	11.99 %	11.66 %	11.39 %	11.36 %	<p>The annual debit is approximately £127m. As the rent arrears are at £14,432,159, this means that the Rent Arrears as a % of Rent Debt is calculated to be 11.36%.</p> <p>This is a very slight decrease on the Q2 2022/23 outturn of 11.39%.</p>			<p><b>NH H IM 005 Rent Arrears as a % of rent debt</b></p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Red Threshold (Quarters)</th> <th>Amber Threshold (Quarters)</th> </tr> </thead> <tbody> <tr><td>Q1 2020/21</td><td>4.83%</td><td></td><td></td></tr> <tr><td>Q2 2020/21</td><td>5.50%</td><td></td><td></td></tr> <tr><td>Q3 2020/21</td><td>7.6%</td><td></td><td></td></tr> <tr><td>Q4 2020/21</td><td>8%</td><td></td><td></td></tr> <tr><td>Q1 2021/22</td><td>9.7%</td><td></td><td></td></tr> <tr><td>Q2 2021/22</td><td>10.02%</td><td></td><td></td></tr> <tr><td>Q3 2021/22</td><td>12.06%</td><td></td><td></td></tr> <tr><td>Q4 2021/22</td><td>11.89%</td><td></td><td></td></tr> <tr><td>Q1 2022/23</td><td>11.66%</td><td></td><td></td></tr> <tr><td>Q2 2022/23</td><td>11.39%</td><td></td><td></td></tr> <tr><td>Q3 2022/23</td><td>11.36%</td><td></td><td></td></tr> </tbody> </table>	Quarter	Quarters	Red Threshold (Quarters)	Amber Threshold (Quarters)	Q1 2020/21	4.83%			Q2 2020/21	5.50%			Q3 2020/21	7.6%			Q4 2020/21	8%			Q1 2021/22	9.7%			Q2 2021/22	10.02%			Q3 2021/22	12.06%			Q4 2021/22	11.89%			Q1 2022/23	11.66%			Q2 2022/23	11.39%			Q3 2022/23	11.36%																																																		
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<p>NH H IM 006</p>	<p>Total value of rent arrears YTD (Total)</p>	<p>£11,445,265</p>	<p>£15,226,618</p>	<p>£14,810,363</p>	<p>£14,465,887</p>	<p>£14,432,159</p>	<p>As at the end of Q3 2022/23, the rent arrears are £14,432,159 - this is a decrease of £33,728 in the last quarter. The arrears at the end of Q2 2022/23 were £14,465,887.</p> <p>£14,432,159 includes TMO arrears of £1,508,942. The TMO's arrears have increased by £13,245 in the last quarter - their arrears at the end of Q2 2022/23 were £1,495,697.</p> <p>In 2022/23, total cash received - including DWP payments - is £57,998,369. This is £5.98m higher than at the same stage last year - £52,019,912 as at Q3 2021/22.</p> <p>65.5% of Universal Credit claimants in arrears now have their rent directly paid to Hackney - a total of 2,182 tenants with direct payments. This is a 8.1% increase in the quarter - the Q2 2022/23 position was 57.4%.</p> <p>As expected, the Christmas and New Year period had a big impact on rent collection - cash and Housing Benefit income is always much reduced at this time of year, which meant that the improvement at the end of Q3 2022/23 was approximately £200k lower than it might have been.</p> <p>In the summer, Income Services submitted eviction reports for authorisation for those tenants with arrears of £5k and above. The</p>		
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							eviction dates are now slowly coming through, so despite the improvement being checked due to the Christmas and New Year period, the end of year target of £14.0m is still achievable.		
NH H RespRep 002	% of repairs completed on first visit (based on tenant satisfaction) - DLO and Contractors	71.44%	57.57%	59.34%	61.35%	62.25%	<p>In Q3, 62.25% (348/559) of residents surveyed reported that their repair was complete on the first visit. This was the third consecutive quarter that this PI has improved however there was a downward trend for the 3 months within the quarter.</p> <p>Oct - 65.77% (146/222)            Noc - 60.58% (126/208)            Dec - 58.74% (84/143)</p>		
									<p><b>NH H RespRep 002 % of repairs completed on first visit (based on tenant satisfaction) - DLO and Contractors</b></p>
NH H RespRep 003	% of repairs completed on first visit (based on system generated data) - DLO only	87.54%	N/A	N/A	N/A	N/A	<p>We cannot report this KPI until additional functionality is added to the Repairs Hub. However, a meeting is scheduled with the ICT Repairs Hub developers on 6th April 2023 to start this piece of work.</p>	N/A	N/A
									<p><b>NH H RespRep 003 % of repairs completed on first visit (based on system generated data) - DLO only</b></p>

<p>NH H Voids 001</p>	<p>Average time taken to re-let local authority housing (all voids including major &amp; minor voids) - calendar days</p>	<p>95</p>	<p>102</p>	<p>145</p>	<p>143</p>	<p>140</p>	<p>During Quarter 3, there were 81 re-lets, with an average turnaround time of 139.7 days. This is a slight decrease compared to the 143.4 days seen in Quarter 2, but remains a long way from the target of 65 days. The limiting factor with regards to turnaround time is the work period, which actually rose to 123 days in Quarter 3, compared to 118.2 days in Quarter 2. This increase, against a decrease in overall turnaround time, suggests marginal improvements were made in non-works related stages of the process. In addition to this, there were decreases in the days spent in several stages, such as the handover to the voids supervisors, initial inspections, asbestos survey being returned to the clearance started, the last trade being completed to the post inspection. These stages are scrutinised at bi-weekly operational meetings, with the aim of consistently hitting the individual targets moving forwards.</p> <p>Although there were some small improvements observed in areas such as metalwork, lock changes, plumbing and valeting, larger increases were seen in gas and glazing works.</p> <p>The below steps have been taken to improve performance:</p> <ul style="list-style-type: none"> <li>Alterations to contracts used with external contractors, including financial penalties where expected completion dates are not met.</li> </ul> <p>Additional contractors are being</p>	 	 <p><b>NH H Voids 001 Average time taken to re-let local authority housing (all voids including major &amp; minor voids) - calendar days</b></p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Average Time (Days)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>72</td></tr> <tr><td>Q2 2017/18</td><td>70</td></tr> <tr><td>Q3 2017/18</td><td>64</td></tr> <tr><td>Q4 2017/18</td><td>73</td></tr> <tr><td>Q1 2018/19</td><td>73</td></tr> <tr><td>Q2 2018/19</td><td>64</td></tr> <tr><td>Q3 2018/19</td><td>68</td></tr> <tr><td>Q4 2018/19</td><td>65</td></tr> <tr><td>Q1 2019/20</td><td>68</td></tr> <tr><td>Q2 2019/20</td><td>68</td></tr> <tr><td>Q3 2019/20</td><td>68</td></tr> <tr><td>Q4 2019/20</td><td>68</td></tr> <tr><td>Q1 2020/21</td><td>68</td></tr> <tr><td>Q2 2020/21</td><td>68</td></tr> <tr><td>Q3 2020/21</td><td>68</td></tr> <tr><td>Q4 2020/21</td><td>68</td></tr> <tr><td>Q1 2021/22</td><td>105</td></tr> <tr><td>Q2 2021/22</td><td>113</td></tr> <tr><td>Q3 2021/22</td><td>98</td></tr> <tr><td>Q4 2021/22</td><td>98</td></tr> <tr><td>Q1 2022/23</td><td>105</td></tr> <tr><td>Q2 2022/23</td><td>143</td></tr> <tr><td>Q3 2022/23</td><td>140</td></tr> </tbody> </table>	Quarter	Average Time (Days)	Q1 2017/18	72	Q2 2017/18	70	Q3 2017/18	64	Q4 2017/18	73	Q1 2018/19	73	Q2 2018/19	64	Q3 2018/19	68	Q4 2018/19	65	Q1 2019/20	68	Q2 2019/20	68	Q3 2019/20	68	Q4 2019/20	68	Q1 2020/21	68	Q2 2020/21	68	Q3 2020/21	68	Q4 2020/21	68	Q1 2021/22	105	Q2 2021/22	113	Q3 2021/22	98	Q4 2021/22	98	Q1 2022/23	105	Q2 2022/23	143	Q3 2022/23	140
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						<p>signed up, and less work allocated to those that have performed poorly historically.</p> <ul style="list-style-type: none"><li>• Expansion of internal resource</li><li>• Expansion of the recording of the process, to allow further scrutiny of problem areas. For example, a form has been launched so that Housing Officers record when keys are handed in to the council, and then to the Voids team.</li><li>• There are a number of long term voids currently live, which will negatively impact the turnaround time when they are re-let. These will be prioritised over the next few months, to allow the turnaround time to fall in the medium/long term.</li><li>• Investigation into any day tenancies, which may help to save several days of void turnaround time.</li></ul> <p>The team expect that these changes will lead to a strong improvement in performance over the coming months</p>			
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<p>NH PR PMS 007a</p>	<p>Number of PCNs issued - total</p>	<p>187056</p>	<p>286471</p>	<p>67124</p>	<p>70298</p>	<p>70876</p>	<p>Data Only</p>		<p><b>NH PR PMS 007a Number of PCNs issued - total</b></p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Number of PCNs issued</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>3564</td></tr> <tr><td>Q2 2017/18</td><td>3665</td></tr> <tr><td>Q3 2017/18</td><td>3640</td></tr> <tr><td>Q4 2017/18</td><td>2724</td></tr> <tr><td>Q1 2018/19</td><td>3860</td></tr> <tr><td>Q2 2018/19</td><td>4488</td></tr> <tr><td>Q3 2018/19</td><td>3597</td></tr> <tr><td>Q4 2018/19</td><td>4491</td></tr> <tr><td>Q1 2019/20</td><td>4654</td></tr> <tr><td>Q2 2019/20</td><td>3490</td></tr> <tr><td>Q3 2019/20</td><td>3130</td></tr> <tr><td>Q4 2019/20</td><td>4270</td></tr> <tr><td>Q1 2020/21</td><td>2588</td></tr> <tr><td>Q2 2020/21</td><td>5455</td></tr> <tr><td>Q3 2020/21</td><td>5690</td></tr> <tr><td>Q4 2020/21</td><td>5073</td></tr> <tr><td>Q1 2021/22</td><td>7184</td></tr> <tr><td>Q2 2021/22</td><td>6769</td></tr> <tr><td>Q3 2021/22</td><td>7904</td></tr> <tr><td>Q4 2021/22</td><td>6754</td></tr> <tr><td>Q1 2022/23</td><td>6724</td></tr> <tr><td>Q2 2022/23</td><td>7098</td></tr> <tr><td>Q3 2022/23</td><td>7006</td></tr> </tbody> </table>	Quarter	Number of PCNs issued	Q1 2017/18	3564	Q2 2017/18	3665	Q3 2017/18	3640	Q4 2017/18	2724	Q1 2018/19	3860	Q2 2018/19	4488	Q3 2018/19	3597	Q4 2018/19	4491	Q1 2019/20	4654	Q2 2019/20	3490	Q3 2019/20	3130	Q4 2019/20	4270	Q1 2020/21	2588	Q2 2020/21	5455	Q3 2020/21	5690	Q4 2020/21	5073	Q1 2021/22	7184	Q2 2021/22	6769	Q3 2021/22	7904	Q4 2021/22	6754	Q1 2022/23	6724	Q2 2022/23	7098	Q3 2022/23	7006
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<p>NH PR PRS 001c</p>	<p>% of Other planning applications determined within 8 weeks (ex NI 157c)</p>	<p>90.00%</p>	<p>81.00%</p>	<p>86.00%</p>	<p>85.00%</p>	<p>80.00%</p>				<p><b>NH PR PRS 001c % of Other planning applications determined within 8 weeks (ex NI 157c)</b></p> <table border="1"> <caption>NH PR PRS 001c % of Other planning applications determined within 8 weeks (ex NI 157c)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>85.00%</td></tr> <tr><td>Q2 2017/18</td><td>81.00%</td></tr> <tr><td>Q3 2017/18</td><td>84.00%</td></tr> <tr><td>Q4 2017/18</td><td>90.00%</td></tr> <tr><td>Q1 2018/19</td><td>83.00%</td></tr> <tr><td>Q2 2018/19</td><td>88.00%</td></tr> <tr><td>Q3 2018/19</td><td>91.00%</td></tr> <tr><td>Q4 2018/19</td><td>88.00%</td></tr> <tr><td>Q1 2019/20</td><td>91.00%</td></tr> <tr><td>Q2 2019/20</td><td>86.00%</td></tr> <tr><td>Q3 2019/20</td><td>85.00%</td></tr> <tr><td>Q4 2019/20</td><td>85.00%</td></tr> <tr><td>Q1 2020/21</td><td>91.00%</td></tr> <tr><td>Q2 2020/21</td><td>87.00%</td></tr> <tr><td>Q3 2020/21</td><td>100.00%</td></tr> <tr><td>Q4 2020/21</td><td>90.00%</td></tr> <tr><td>Q1 2021/22</td><td>82.00%</td></tr> <tr><td>Q2 2021/22</td><td>76.00%</td></tr> <tr><td>Q3 2021/22</td><td>75.00%</td></tr> <tr><td>Q4 2021/22</td><td>86.00%</td></tr> <tr><td>Q1 2022/23</td><td>85.00%</td></tr> <tr><td>Q2 2022/23</td><td>80.00%</td></tr> </tbody> </table>	Quarter	Value (%)	Q1 2017/18	85.00%	Q2 2017/18	81.00%	Q3 2017/18	84.00%	Q4 2017/18	90.00%	Q1 2018/19	83.00%	Q2 2018/19	88.00%	Q3 2018/19	91.00%	Q4 2018/19	88.00%	Q1 2019/20	91.00%	Q2 2019/20	86.00%	Q3 2019/20	85.00%	Q4 2019/20	85.00%	Q1 2020/21	91.00%	Q2 2020/21	87.00%	Q3 2020/21	100.00%	Q4 2020/21	90.00%	Q1 2021/22	82.00%	Q2 2021/22	76.00%	Q3 2021/22	75.00%	Q4 2021/22	86.00%	Q1 2022/23	85.00%	Q2 2022/23	80.00%
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<p>NH PR WS 045a</p>	<p>Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter (ex NI 195a)</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	<p>2.38%</p>	<p>Litter: Using Defra's Code of Practice on Litter &amp; Refuse four grades of levels of street cleanliness, the score for litter is 2.38%, being the percentage of streets classified as Grade C or below.</p>			<p><b>NH PR WS 045a Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter (ex NI 195a)</b></p> <table border="1"> <caption>NH PR WS 045a Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter (ex NI 195a)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>2.90%</td></tr> <tr><td>Q2 2017/18</td><td>1.40%</td></tr> <tr><td>Q3 2017/18</td><td>1.20%</td></tr> <tr><td>Q4 2017/18</td><td>2.60%</td></tr> <tr><td>Q1 2018/19</td><td>2.10%</td></tr> <tr><td>Q2 2018/19</td><td>2.60%</td></tr> <tr><td>Q3 2018/19</td><td>3.30%</td></tr> <tr><td>Q4 2018/19</td><td>3.10%</td></tr> <tr><td>Q1 2019/20</td><td>1.90%</td></tr> <tr><td>Q2 2019/20</td><td>7.00%</td></tr> <tr><td>Q3 2019/20</td><td>7.00%</td></tr> <tr><td>Q4 2019/20</td><td>0.00%</td></tr> <tr><td>Q1 2020/21</td><td>6.80%</td></tr> <tr><td>Q2 2020/21</td><td>2.38%</td></tr> </tbody> </table>	Quarter	Value (%)	Q1 2017/18	2.90%	Q2 2017/18	1.40%	Q3 2017/18	1.20%	Q4 2017/18	2.60%	Q1 2018/19	2.10%	Q2 2018/19	2.60%	Q3 2018/19	3.30%	Q4 2018/19	3.10%	Q1 2019/20	1.90%	Q2 2019/20	7.00%	Q3 2019/20	7.00%	Q4 2019/20	0.00%	Q1 2020/21	6.80%	Q2 2020/21	2.38%																
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<p>NH PR WS 045b</p>	<p>Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus (ex NI 195b)</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	<p>2.76%</p>	<p>Detritus: Using Defra's Code of Practice on Litter &amp; Refuse four grades of levels of street cleanliness, the score for detritus is 2.76%, being the percentage of streets classified as Grade C or below.</p>			<p><b>NH PR WS 045b Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus (ex NI 195b)</b></p> <table border="1"> <caption>Detritus Levels (ex NI 195b)</caption> <thead> <tr> <th>Quarter</th> <th>Detritus Level (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>4.2%</td></tr> <tr><td>Q2 2017/18</td><td>1.8%</td></tr> <tr><td>Q3 2017/18</td><td>2.0%</td></tr> <tr><td>Q4 2017/18</td><td>4.8%</td></tr> <tr><td>Q1 2018/19</td><td>5.7%</td></tr> <tr><td>Q2 2018/19</td><td>5.0%</td></tr> <tr><td>Q3 2018/19</td><td>2.2%</td></tr> <tr><td>Q4 2018/19</td><td>2%</td></tr> <tr><td>Q1 2019/20</td><td>1.5%</td></tr> <tr><td>Q2 2019/20</td><td>1%</td></tr> <tr><td>Q3 2019/20</td><td>1.5%</td></tr> <tr><td>Q4 2019/20</td><td>1.5%</td></tr> <tr><td>Q1 2020/21</td><td>1.5%</td></tr> <tr><td>Q2 2020/21</td><td>1.5%</td></tr> <tr><td>Q3 2020/21</td><td>1.5%</td></tr> <tr><td>Q4 2020/21</td><td>1.5%</td></tr> <tr><td>Q1 2021/22</td><td>1.5%</td></tr> <tr><td>Q2 2021/22</td><td>7.6%</td></tr> <tr><td>Q3 2021/22</td><td>2.7%</td></tr> <tr><td>Q4 2021/22</td><td>2.7%</td></tr> <tr><td>Q1 2022/23</td><td>2.7%</td></tr> </tbody> </table>	Quarter	Detritus Level (%)	Q1 2017/18	4.2%	Q2 2017/18	1.8%	Q3 2017/18	2.0%	Q4 2017/18	4.8%	Q1 2018/19	5.7%	Q2 2018/19	5.0%	Q3 2018/19	2.2%	Q4 2018/19	2%	Q1 2019/20	1.5%	Q2 2019/20	1%	Q3 2019/20	1.5%	Q4 2019/20	1.5%	Q1 2020/21	1.5%	Q2 2020/21	1.5%	Q3 2020/21	1.5%	Q4 2020/21	1.5%	Q1 2021/22	1.5%	Q2 2021/22	7.6%	Q3 2021/22	2.7%	Q4 2021/22	2.7%	Q1 2022/23	2.7%				
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<p>NH PR WS 045c</p>	<p>Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Graffiti (ex NI 195c)</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	<p>16.96%</p>	<p>Graffiti: Using Defra's Code of Practice on Litter &amp; Refuse four grades of levels of street cleanliness, the score for graffiti is 16.96%, being the percentage of streets classified as Grade C or below. Levels of graffiti are high particularly in the areas of Hackney Wick, Dalston, Shoreditch and Hoxton.</p>			<p><b>NH PR WS 045c Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Graffiti (ex NI 195c)</b></p> <table border="1"> <caption>Graffiti Levels (ex NI 195c)</caption> <thead> <tr> <th>Quarter</th> <th>Graffiti Level (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>2.6%</td></tr> <tr><td>Q2 2017/18</td><td>0%</td></tr> <tr><td>Q3 2017/18</td><td>2.6%</td></tr> <tr><td>Q4 2017/18</td><td>4.1%</td></tr> <tr><td>Q1 2018/19</td><td>4.1%</td></tr> <tr><td>Q2 2018/19</td><td>2.6%</td></tr> <tr><td>Q3 2018/19</td><td>2.6%</td></tr> <tr><td>Q4 2018/19</td><td>2.6%</td></tr> <tr><td>Q1 2019/20</td><td>2.6%</td></tr> <tr><td>Q2 2019/20</td><td>2.6%</td></tr> <tr><td>Q3 2019/20</td><td>4.0%</td></tr> <tr><td>Q4 2019/20</td><td>4.0%</td></tr> <tr><td>Q1 2020/21</td><td>10%</td></tr> <tr><td>Q2 2020/21</td><td>10%</td></tr> <tr><td>Q3 2020/21</td><td>10%</td></tr> <tr><td>Q4 2020/21</td><td>10%</td></tr> <tr><td>Q1 2021/22</td><td>10%</td></tr> <tr><td>Q2 2021/22</td><td>10%</td></tr> <tr><td>Q3 2021/22</td><td>10%</td></tr> <tr><td>Q4 2021/22</td><td>13.2%</td></tr> <tr><td>Q1 2022/23</td><td>16.9%</td></tr> <tr><td>Q2 2022/23</td><td>16.9%</td></tr> <tr><td>Q3 2022/23</td><td>16.9%</td></tr> </tbody> </table>	Quarter	Graffiti Level (%)	Q1 2017/18	2.6%	Q2 2017/18	0%	Q3 2017/18	2.6%	Q4 2017/18	4.1%	Q1 2018/19	4.1%	Q2 2018/19	2.6%	Q3 2018/19	2.6%	Q4 2018/19	2.6%	Q1 2019/20	2.6%	Q2 2019/20	2.6%	Q3 2019/20	4.0%	Q4 2019/20	4.0%	Q1 2020/21	10%	Q2 2020/21	10%	Q3 2020/21	10%	Q4 2020/21	10%	Q1 2021/22	10%	Q2 2021/22	10%	Q3 2021/22	10%	Q4 2021/22	13.2%	Q1 2022/23	16.9%	Q2 2022/23	16.9%	Q3 2022/23	16.9%
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<p>NH PR WS 045d</p>	<p>Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Fly-posting (ex NI 195d)</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	<p>1.19%</p>	<p>Fly posting: Using Defra's Code of Practice on Litter &amp; Refuse four grades of levels of street cleanliness, the score for fly posting is 1.19%, being the percentage of streets classified as Grade C or below.</p>			<p><b>NH PR WS 045d Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Fly-posting (ex NI 195d)</b></p> <table border="1"> <caption>Fly-posting Levels (ex NI 195d)</caption> <thead> <tr> <th>Quarter</th> <th>Fly-posting Level (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>0%</td></tr> <tr><td>Q2 2017/18</td><td>1.5%</td></tr> <tr><td>Q3 2017/18</td><td>0%</td></tr> <tr><td>Q4 2017/18</td><td>1.5%</td></tr> <tr><td>Q1 2018/19</td><td>1.5%</td></tr> <tr><td>Q2 2018/19</td><td>5.9%</td></tr> <tr><td>Q3 2018/19</td><td>1.8%</td></tr> <tr><td>Q4 2018/19</td><td>1%</td></tr> <tr><td>Q1 2019/20</td><td>1%</td></tr> <tr><td>Q2 2019/20</td><td>0%</td></tr> <tr><td>Q3 2019/20</td><td>0%</td></tr> <tr><td>Q4 2019/20</td><td>0%</td></tr> <tr><td>Q1 2020/21</td><td>0.8%</td></tr> <tr><td>Q2 2020/21</td><td>0.8%</td></tr> <tr><td>Q3 2020/21</td><td>0%</td></tr> <tr><td>Q4 2020/21</td><td>0%</td></tr> <tr><td>Q1 2021/22</td><td>0%</td></tr> <tr><td>Q2 2021/22</td><td>2.6%</td></tr> <tr><td>Q3 2021/22</td><td>1.1%</td></tr> <tr><td>Q4 2021/22</td><td>1.1%</td></tr> <tr><td>Q1 2022/23</td><td>1.1%</td></tr> <tr><td>Q2 2022/23</td><td>1.1%</td></tr> <tr><td>Q3 2022/23</td><td>1.1%</td></tr> </tbody> </table>	Quarter	Fly-posting Level (%)	Q1 2017/18	0%	Q2 2017/18	1.5%	Q3 2017/18	0%	Q4 2017/18	1.5%	Q1 2018/19	1.5%	Q2 2018/19	5.9%	Q3 2018/19	1.8%	Q4 2018/19	1%	Q1 2019/20	1%	Q2 2019/20	0%	Q3 2019/20	0%	Q4 2019/20	0%	Q1 2020/21	0.8%	Q2 2020/21	0.8%	Q3 2020/21	0%	Q4 2020/21	0%	Q1 2021/22	0%	Q2 2021/22	2.6%	Q3 2021/22	1.1%	Q4 2021/22	1.1%	Q1 2022/23	1.1%	Q2 2022/23	1.1%	Q3 2022/23	1.1%
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<p>NH PR WS 047</p>	<p>Residual household waste per household (ex NI 191)</p>	<p>548.4</p>	<p>508.5</p>	<p>125.5</p>	<p>120.27</p>	<p>125.33</p>	<p>Increased levels of waste captured through some of the waste streams that are included in this indicator, in particular non-recyclable bulky waste, has contributed to an increase from Qtr 2. However, the total residual waste per household figure for Q1-Q3 is 15.4kg lower than for the same period in 2021/22, and reflects considerable falls in volumes of waste captured through our regular collections from street and estate properties.</p>			<p><b>NH PR WS 047 Residual household waste per household (ex NI 191)</b></p> <p>This bar chart shows quarterly residual household waste per household from Q1 2017/18 to Q3 2022/23. The y-axis ranges from 0 to 150.0 kg. A red line represents the Red Threshold (Quarters) and a green line represents the Amber Threshold (Quarters). Values are labeled above each bar.</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Residual household waste per household (kg)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>148.4</td></tr> <tr><td>Q2 2017/18</td><td>138.5</td></tr> <tr><td>Q3 2017/18</td><td>134.0</td></tr> <tr><td>Q4 2017/18</td><td>127.5</td></tr> <tr><td>Q1 2018/19</td><td>134.7</td></tr> <tr><td>Q2 2018/19</td><td>138.6</td></tr> <tr><td>Q3 2018/19</td><td>138.9</td></tr> <tr><td>Q4 2018/19</td><td>135.5</td></tr> <tr><td>Q1 2019/20</td><td>133.3</td></tr> <tr><td>Q2 2019/20</td><td>127.7</td></tr> <tr><td>Q3 2019/20</td><td>137.5</td></tr> <tr><td>Q4 2019/20</td><td>121.4</td></tr> <tr><td>Q1 2020/21</td><td>150.0</td></tr> <tr><td>Q2 2020/21</td><td>133.9</td></tr> <tr><td>Q3 2020/21</td><td>140.1</td></tr> <tr><td>Q4 2020/21</td><td>134.5</td></tr> <tr><td>Q1 2021/22</td><td>128.1</td></tr> <tr><td>Q2 2021/22</td><td>130.4</td></tr> <tr><td>Q3 2021/22</td><td>127.0</td></tr> <tr><td>Q4 2021/22</td><td>135.5</td></tr> <tr><td>Q1 2022/23</td><td>120.3</td></tr> <tr><td>Q2 2022/23</td><td>125.3</td></tr> <tr><td>Q3 2022/23</td><td>125.33</td></tr> </tbody> </table>	Quarter	Residual household waste per household (kg)	Q1 2017/18	148.4	Q2 2017/18	138.5	Q3 2017/18	134.0	Q4 2017/18	127.5	Q1 2018/19	134.7	Q2 2018/19	138.6	Q3 2018/19	138.9	Q4 2018/19	135.5	Q1 2019/20	133.3	Q2 2019/20	127.7	Q3 2019/20	137.5	Q4 2019/20	121.4	Q1 2020/21	150.0	Q2 2020/21	133.9	Q3 2020/21	140.1	Q4 2020/21	134.5	Q1 2021/22	128.1	Q2 2021/22	130.4	Q3 2021/22	127.0	Q4 2021/22	135.5	Q1 2022/23	120.3	Q2 2022/23	125.3	Q3 2022/23	125.33
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<p>NH PR WS 048</p>	<p>Percentage of household waste sent for reuse, recycling and composting (ex NI 192)</p>	<p>27.44%</p>	<p>28.70%</p>	<p>26.60%</p>	<p>26.29%</p>	<p>25.61%</p>	<p>Changes in behaviour are affecting waste tonnages and recycling rate. Consumer behaviour could be influenced by the cost of living crisis with people ensuring food waste is reduced and possibly consuming less in general. Others in Hackney may be adopting more sustainable behaviours, like reusing and refilling instead of purchasing items in glass or plastic packaging and using plastic film recycling points in supermarkets. Meanwhile, manufacturers are changing packaging types and switching to lighter weight materials. Most of these measures target the materials that can be recycled rather than materials in the general waste stream, contributing to recycling rates.</p> <p>As well as falls in volumes of commingled and organic recycling, we have also seen declines in the volumes of recycled materials allocated to Hackney from partner</p>			<p><b>NH PR WS 048 Percentage of household waste sent for reuse, recycling and composting (ex NI 192)</b></p> <p>This bar chart shows the percentage of household waste sent for reuse, recycling, and composting from Q1 2017/18 to Q3 2022/23. The y-axis ranges from 0.00% to 30.00%. A red line represents the Red Threshold (Quarters) and a green line represents the Amber Threshold (Quarters). Values are labeled above each bar.</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage of household waste sent for reuse, recycling and composting (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>27.09%</td></tr> <tr><td>Q2 2017/18</td><td>27.45%</td></tr> <tr><td>Q3 2017/18</td><td>27.65%</td></tr> <tr><td>Q4 2017/18</td><td>27.46%</td></tr> <tr><td>Q1 2018/19</td><td>28.00%</td></tr> <tr><td>Q2 2018/19</td><td>27.74%</td></tr> <tr><td>Q3 2018/19</td><td>27.69%</td></tr> <tr><td>Q4 2018/19</td><td>28.51%</td></tr> <tr><td>Q1 2019/20</td><td>28.01%</td></tr> <tr><td>Q2 2019/20</td><td>28.35%</td></tr> <tr><td>Q3 2019/20</td><td>27.31%</td></tr> <tr><td>Q4 2019/20</td><td>27.72%</td></tr> <tr><td>Q1 2020/21</td><td>27.55%</td></tr> <tr><td>Q2 2020/21</td><td>26.44%</td></tr> <tr><td>Q3 2020/21</td><td>26.28%</td></tr> <tr><td>Q4 2020/21</td><td>28.89%</td></tr> <tr><td>Q1 2021/22</td><td>30.35%</td></tr> <tr><td>Q2 2021/22</td><td>28.65%</td></tr> <tr><td>Q3 2021/22</td><td>28.59%</td></tr> <tr><td>Q4 2021/22</td><td>28.00%</td></tr> <tr><td>Q1 2022/23</td><td>26.60%</td></tr> <tr><td>Q2 2022/23</td><td>26.29%</td></tr> <tr><td>Q3 2022/23</td><td>25.61%</td></tr> </tbody> </table>	Quarter	Percentage of household waste sent for reuse, recycling and composting (%)	Q1 2017/18	27.09%	Q2 2017/18	27.45%	Q3 2017/18	27.65%	Q4 2017/18	27.46%	Q1 2018/19	28.00%	Q2 2018/19	27.74%	Q3 2018/19	27.69%	Q4 2018/19	28.51%	Q1 2019/20	28.01%	Q2 2019/20	28.35%	Q3 2019/20	27.31%	Q4 2019/20	27.72%	Q1 2020/21	27.55%	Q2 2020/21	26.44%	Q3 2020/21	26.28%	Q4 2020/21	28.89%	Q1 2021/22	30.35%	Q2 2021/22	28.65%	Q3 2021/22	28.59%	Q4 2021/22	28.00%	Q1 2022/23	26.60%	Q2 2022/23	26.29%	Q3 2022/23	25.61%
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PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				